



# ***COMMUNICATION S PROCESS***



# Overview

- **Definition of communication**
- **Elements of the communication process**
- **Cross-cultural communication**
- **Effective and active listening**
- **Deterrents to effective listening**
- **Methods of enhancing listening**
- **Feedback**
- **The reasons for giving feedback**
- **The guidelines for giving feedback**
- **The guidelines for receiving feedback**



# Communication

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**Process by which  
information is exchanged  
between individuals  
through a common  
system of symbols, signs  
or behavior.**



# Elements of the Communication Process

- Sender
- Encode
- Message
- Receiver
- Decode
- Feedback



# **Styles of Communication**

- **Friendly, Sociable**
- **Directive, Persuasive, Demanding, Blaming**
- **Speculative, Intuitive, Searching, Exploring, or Intellectual**
- **Disclosing, Revealing, Explicit, Responsive, Accepting, and Aware**



# **Cross-Cultural Communication**

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- **Social Courtesies**
- **Flow of Information**
- **Culture**
- **Assertiveness**
- **Honesty**



# **Effective / Active Listening**

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- **Effective Listening**
  - **Word meaning**
- **Active Listening**
  - **Content / Feeling**



# **Deterrents to Effective / Active Listening**

- **Assuming in advance**
- **Mentally criticizing**
- **Listening only to the facts**
- **Outlining everything**
- **Permitting the speaker to be inaudible**
- **Avoid technical messages**
- **Over-reacting**
- **Withdrawing attention**





# Elements to Effective/Active Listening

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- **Content**: Subject being addressed
- **Feelings**: Emotion displayed when discussing the subject.
- **Process**: The manner the speaker delivers the subject matter
- **Clarification**: Questions asked to seek understanding



# **Active Listening Skills**

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- **Check attitude and atmosphere**
- **Keep the channel open and avoid short circuits**
- **Listening requires response from listener**
- **Keep the door open**



# **Methods for Improving Listening Skills**

- **Try to understand the intent and listen for main points.**
- **Listen now, clarify later.**
- **Concentrate on the message, not the person.**
- **Analyze your reactions as you listen.**



# Methods to Test Understanding

- **Parroting**
- **Paraphrasing**
- **Clarifying**



# **PRACTICAL EXERCISE**



**10 MINUTE BREAK**



# **JOHARI Window Model**

<p><b>ARENA (A)</b></p> <p><b>Things I know Things you know</b></p>	<p><b>BLIND SPOT (B)</b></p> <p><b>Things I do not know about myself that you know</b></p>
<p><b>FACADE (C)</b></p> <p><b>You do not know that I know</b></p>	<p><b>UNKNOWN (D)</b></p> <p><b>Things you do not know and things I do not know</b></p>



# JOHARI Window

	Known to Self	Unknown to Self
Known to Others	ARENA	BLIND SPOT
Unknown to Others	FACADE	UNKNOWN






# **Effective Feedback**

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**Verbal or nonverbal  
communication to a  
person or group providing  
information as to how their  
behavior is affecting or  
influencing you.**



# **Reasons for Giving & Receiving Feedback**

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- **Personal growth**
- **Find out about self**
- **Gain insight**
- **Open environment**



# Guidelines for giving Feedback

- **Specific** rather than general
- **Focused on behavior**
- **Takes into account the needs of the receiver**
- **Solicited**
- **Sharing of information rather than advice**
- **Well timed**
- **Involves the amount of information receiver can use**
- **Checked** for clear communication
- **Evaluate not Judge**



# **How to give Feedback**

- **When the other person has indicated willingness to receive it.**
- **Unsolicited feedback**
- **Use terms that describe other's behavior with the least amount of interpretation and that accurately describes the behavior.**
- **Be timely**



# **How to receive Feedback**

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- **Be non-defensive**
- **Ask for more information**
- **Say that you do not want feedback**



# What to do with Feedback

- Think about it
- Use it
- Forget it



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